

Uniform Service Standards for

INFORMATION MANAGEMENT TECHNICAL SUPPORT (5458)

Establish OpenNet User Accounts

UNIFORM SERVICE	UNIFORM PERFORMANCE STANDARD	UNIFORM METRICS
Establish Open Net user accounts:	Establish Open Net user accounts within 1 business day of receipt of approved request.	Percentage of time account established within 1 business day.
Start point: Date/Time of customer's submission of request. End point: Date/Time that request was successfully accomplished.		

Hardware/Software Installation

UNIFORM SERVICE	UNIFORM PERFORMANCE STANDARD	UNIFORM METRICS
Hardware/Software Installation: This includes the setting-up of newly acquired equipment/parts to the user.	Installation of approved hardware/software scheduled within 2 business days of the request for assistance.	Percentage of time hardware/software installation scheduled within 2 business days of request.
Start point: Date/Time of customer's submission of request. End point: Date/Time that request was successfully accomplished.		

Routine IT Help Desk Support

UNIFORM SERVICE	UNIFORM PERFORMANCE STANDARD	UNIFORM METRICS
Routine IT Help Desk Support :Minor trouble shooting, maintenance, and routine tasks performed by the IT staff.	Services are initiated by submission of a valid ticket to the IT Help Desk in compliance with post-specific definitions and policies. Tickets will be tracked from the time the customer submits the ticket until the time the ticket is closed, including initial response to the inquiry, closure by the technician, and final note of satisfaction by the customer. Respond to routine IT Help Desk support requests within 4 business hours and achieve a customer satisfaction level of 95% or better. Customer	Percentage of routine IT Help Desk requests are responded to in 4 hours multiplied by percentage of customers who indicate satisfaction (total requests less number of customers indicating dissatisfaction) with

	Satisfaction Survey (CSS) to be automatically sent to customer when ticket is closed. [Generic Service Request (GSR) application will provide this functionality.]	routine services completed by IT Help Desk.
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Start point: Date/Time of customer's submission of request.

End point: Date/Time that request was successfully accomplished.

Non-Routine IT Help Desk Support

SERVICE OFFERED	UNIFORM PERFORMANCE STANDARD	UNIFORM METRICS
Non-Routine IT Help Desk Support	Contact customer within 2 business days of request for services and advise when and if request can be met.	Percentage of customers contacted within 2 business days.

Start point:

End point:

Maintain OpenNet Plus System

UNIFORM SERVICE	UNIFORM PERFORMANCE STANDARD	UNIFORM METRICS
Install and maintain OpenNet Plus e-mail, system backup, and manage overall system security (e.g., User ID's, virus protection, patches, etc.	Provide a secure and reliable computer network platform for SBU applications and data	Post maintains a Risk Level Grade of A or better for their OpenNet subnet, as reported by the iPost Risk Score Advisor (IRM data)

Start point:

End point: